

## DTS Enterprise Incident Report

As of 8/1/2011

### Labor Commission

#### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution	
	Low	FCR Total
Labor Commission	65	65
	55	55
Customer Company Total	65	65
	55	55

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#### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	MIR Total
Labor Commission	65 0	65 0
Customer Company Total	65 0	65 0

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#### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents  
Bottom Number -Average time in hours

Customer Company	Low	ATTIR Total
Labor Commission	65 0.13	65 0.13
Customer Company Total	65 0.13	65 0.13

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#### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	MR Total
Labor Commission	65 1	65 1
Customer Company Total	65 1	65 1

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#### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	ATTR Total
Labor Commission	65 0.76	65 0.76
Customer Company Total	65 0.76	65 0.76

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### Detail

<b>INC000000337382</b>	Eldon Tryon Metro A Desktop Support	Application Julie VanBeekum	None Labor Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.17
<b>INC000000340629</b>	Nicole Nguyen Metro A Desktop Support	Print/Copy/Scan/Fax Julie VanBeekum	Toner/Fuser/Ink Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.04
<b>INC000000340812</b>	Jamie Kittrell Metro A Help Desk	Application Cindy Schroeder	None Labor Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000341029</b>	Christin Torres Metro A Help Desk	Application Liz Evans	Password Labor Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.20
<b>INC000000341067</b>	Christin Torres Metro A Help Desk	Application Liz Evans	Error Labor Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000341084</b>	Rick Sturm Metro A Desktop Support	None Edward Fortner	None Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000341445</b>	Jennifer Gren Metro A Desktop Support	PC/Laptop Edward Fortner	Performance Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.78 1.16
<b>INC000000341499</b>	Dennis Crenshaw Metro A Desktop Support	PC/Laptop Edward Fortner	None Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.76 1.39
<b>INC000000341804</b>	Dennis Crenshaw Help Desk	Application James Stearns	Password Labor Commission	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 0.23
<b>INC000000341827</b>	Dennis Crenshaw Metro A Desktop Support	None Edward Fortner	None Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000342366</b>	Dennis Crenshaw Metro A Help Desk	Network Cindy Schroeder	Password Labor Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000342528</b>	Holly Lawrence Metro A Desktop Support	PC/Laptop Edward Fortner	Password Labor Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 0.84
<b>INC000000343166</b>	Izzy Luna Metro A Desktop Support	None Edward Fortner	None Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000343267</b>	Alan L Hennebold Security	PC/Laptop Jed Johnson	Password Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 11.00
<b>INC000000343313</b>	Patsy Ortega Metro D Help Desk	Network John Robinson	Password Labor Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.01 0.01
<b>INC000000343400</b>	Alan L Hennebold Metro A Desktop Support	None Edward Fortner	None Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000343556</b>	Brian Stewart	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000343688</b>	William Adams Jr	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low Closed	TTR Missed: No	TTR: 1.11
<b>INC000000344208</b>	Aurora Holley	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000344214</b>	Aurora Holley	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000344241</b>	Ami Windham	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000344294</b>	Pete Groesbeck	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.51
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low Closed	TTR Missed: No	TTR: 3.94
<b>INC000000344325</b>	David Lamb	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low Closed	TTR Missed: No	TTR: 1.17
<b>INC000000344346</b>	Alan L Hennebold	None	None	None	TIR Missed: No	TIR: 0.04
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.89
<b>INC000000344660</b>	Aurora Holley	Application	Error	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.69
<b>INC000000344719</b>	Karla Staker	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000344858</b>	Jo Ann Lowther	Application	Reporting	Adobe Acrobat	TIR Missed: No	TIR: 0.08
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.37
<b>INC000000345127</b>	Todd Newman	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000345159</b>	Ami Windham	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000345251</b>	Tonya Gallegos	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.12
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.47
<b>INC000000345286</b>	Patsy Ortega	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.08
<b>INC000000345342</b>	Evelyn S Partner	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000345506</b>	James E Johnston	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.00

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<b>INC000000345530</b>	Jamie Kittrell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000345542</b>	Ami Windham	Telecom	None	Telephone	TIR Missed: No	TIR: 0.62
	Voice Operations	Romanza Hamblin	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.89
<b>INC000000345907</b>	Terri DeVries	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000346750</b>	Elena Bensor	Network	Performance	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low Closed	TTR Missed: No	TTR: 1.74
<b>INC000000347616</b>	Gina Spjut	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR: 0.20
	Voice Operations	Romanza Hamblin	Labor Commission	Low Resolved	TTR Missed: No	TTR: 0.41
<b>INC000000347642</b>	Ron Dressler	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.40
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low Resolved	TTR Missed: No	TTR: 2.82
<b>INC000000347667</b>	Tiffany Simpson	Telecom	None	Telephone	TIR Missed: No	TIR: 0.13
	Voice Operations	Romanza Hamblin	Labor Commission	Low Resolved	TTR Missed: No	TTR: 0.48
<b>INC000000347982</b>	David Lamb	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low Resolved	TTR Missed: No	TTR: 0.23
<b>INC000000348058</b>	Bobbi Smith	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000349008</b>	Lola Chacon	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.21
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low Resolved	TTR Missed: No	TTR: 0.81
<b>INC000000349044</b>	Christin Torres	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000349164</b>	Deedee Brunatti	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000349243</b>	Brent Asay	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.37
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low Resolved	TTR Missed: No	TTR: 0.86
<b>INC000000349334</b>	Tonya Gallegos	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.08
	Metro A Help Desk	Liz Evans	Labor Commission	Low Resolved	TTR Missed: No	TTR: 0.08
<b>INC000000349598</b>	Karla Staker	Application	Reporting	None	TIR Missed: No	TIR: 0.33
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low Resolved	TTR Missed: No	TTR: 0.75
<b>INC000000349880</b>	Ami Windham	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.21
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low Resolved	TTR Missed: No	TTR: 0.21
<b>INC000000349974</b>	Jack Rowe	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.10
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low Resolved	TTR Missed: No	TTR: 0.10



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<b>INC000000349982</b>	Jack Rowe	Mainframe	Password	BlueZone		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000350730</b>	Tonya Gallegos	Application	None	None		TIR Missed: No	TIR: 0.47
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 1.09
<b>INC000000350991</b>	Charles Grizzell	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.03
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.78
<b>INC000000351501</b>	Bobbi Smith	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000352396</b>	Lola Chacon	EIS Hardware	None	None		TIR Missed: No	TIR: 0.19
	Strategic Communications	Luis Larios	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 2.15
<b>INC000000352914</b>	Clark T Clements	Application	Error	Novell Messenger		TIR Missed: No	TIR: 0.54
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.94
<b>INC000000353011</b>	Loretta Woodmansee	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.11
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.55
<b>INC000000353116</b>	Shirley Cordova	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000353338</b>	Tonya Gallegos	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR: 0.74
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 1.05
<b>INC000000353730</b>	Izzy Luna	None	None	None		TIR Missed: No	TIR: 0.29
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 1.37
<b>INC000000353760</b>	Eric Steadman	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000353950</b>	Tonya Gallegos	None	None	None		TIR Missed: No	TIR: 0.58
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.91
<b>INC000000354460</b>	David Lamb	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000354547</b>	Lorrie Lima	Application	Error	Microsoft Word		TIR Missed: No	TIR: 0.07
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.75
<b>INC000000355377</b>	Donald Walker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.00